



1981 NE Stephens – PO Box 1327
Roseburg, Oregon 97470
541-673-6616 541-672-0863 fax
800-233-2733

**DOUGLAS ELECTRIC COOPERATIVE
BUDGET BILLING PROGRAM
EFFECTIVE APRIL, 2015**

Listed below, please find some of the stipulations for being on budget billing. There will be no exceptions and account/s will be removed from budget billing for any of the agreements not being kept. This ensures that no members' account/s will be in delinquent status at any time. If this is something you feel you cannot adhere to, please do not request to participate.

- Account/s must have a zero balance before we can start you on the program and you must have lived at the location for a year.
- Payments must be received by the due date stated on your bill each month to remain on the program.
- The budget bill amount is an average of the past years usage and the amount due will be rounded to the nearest \$5.00. The amount due will be the same every month thus making it easy to budget.
- When a payment is not received, a delinquent notice will be mailed and a late charge of \$2.25 will be added to your bill after the first late payment.
- If your account becomes past due or is disconnected for non-payment it will automatically be removed from the program.
- In agreeing to participate, it is your responsibility to watch your bill monthly and if you have any questions, please contact our office.
- If we notice your usage seems higher and the budget amount needs to be raised, we will contact you first before adjusting the budget, so please make sure we have your correct phone number/s.

The purpose of budget billing is to build a credit on your account/s which helps offset the higher bills during the winter months. That means any credit built up should be kept on the account/s and no payment should be missed at any time. If this is not something you think you would like to participate in, please do not enroll.

The "catch up" month is the bill sent out in April. If at that time you have a balance due, that amount has to be paid in full to continue for the next year. If there is a credit, it can be carried over to the next year or a request for refund can be submitted to the Credit department. The new budget amount is printed at the top right in the comment section of your bill to let you know what the next years budget will be.

IF YOU STILL ARE INTERESTED IN BUDGET BILLING PLEASE CONTACT THE CREDIT DEPARTMENT AT DOUGLAS ELECTRIC.

Thank you,
Credit Department